

Public Utilities

Mission Statement

Riverside Public Utilities is committed to the highest quality water and electric services at the lowest possible rates to benefit the community.

Council Priorities Addressed

- Public Safety
- Economic Development
- Improving Neighborhood Livability
- More Effective Communication with the Public

Major 2001/02 Priorities

- Reorganize Electric Utility to better align divisions and help attain City Council priorities and goals.
- Install internal generation facilities within City limits.
- Research and develop strategies to reduce the impact of rolling blackouts to the City's customers.
- Continue ongoing efforts to complete the Lockheed water project.
- Continue construction on the pipeline replacement program.
- Install additional treatment for DBCP, a carcinogenic soil fumigant.
- Continue ongoing efforts to achieve goal of "non-detect at the tap".

Description of the Service

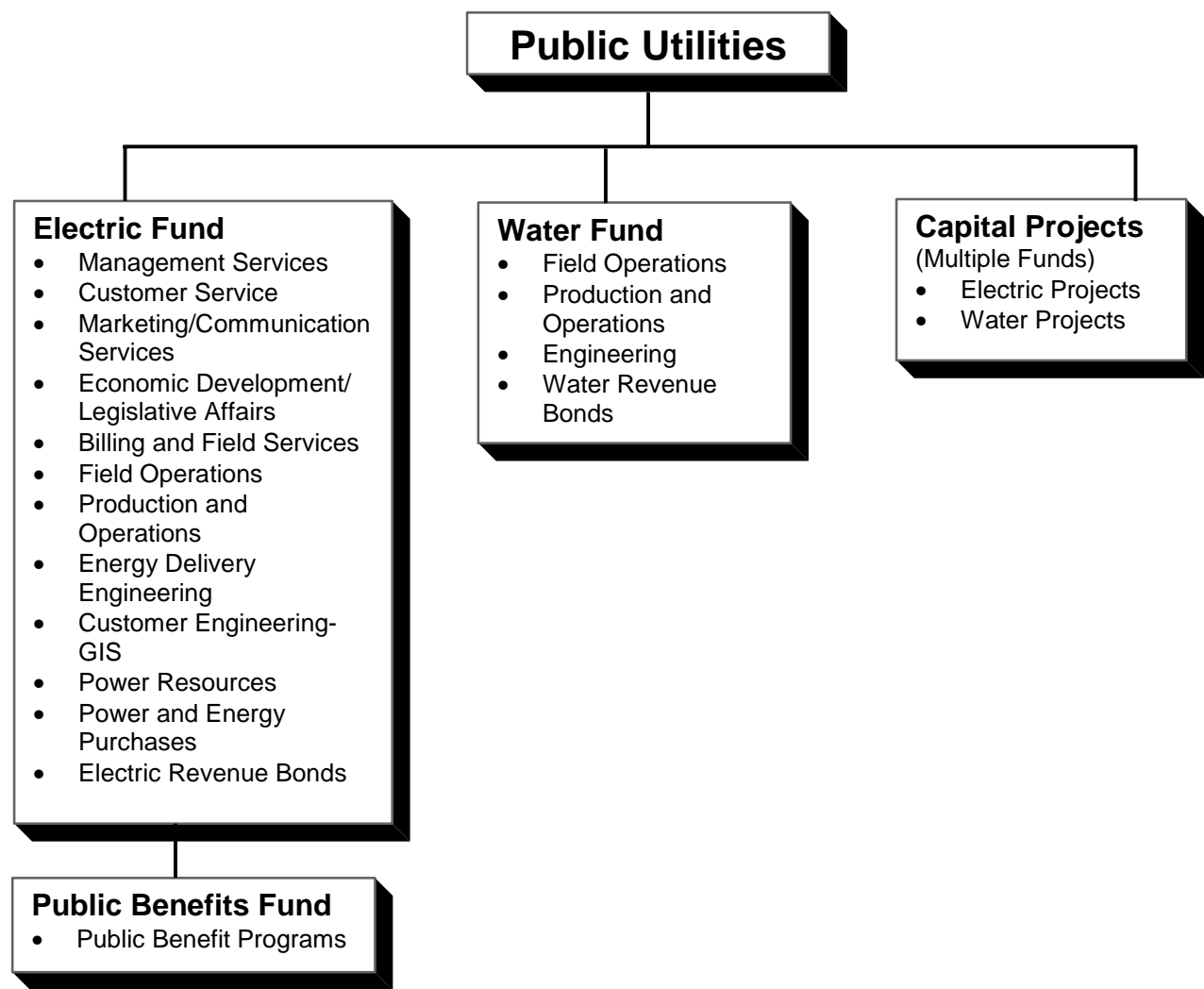
Electric

Electric Utility includes those activities necessary to serve the Utility's various customer groups with electricity. Riverside Public Utilities provided electric service to over 93,000 customers, with a service area population of approximately 260,000, encompassing over 78 square miles. Riverside Public Utilities owns, maintains and operates 89.8 circuit miles of transmission lines, 1,067.4 circuit miles of distribution lines, and 14 substations.

The Electric Utility contributes 9 percent of operating revenue dollars to the City's General Fund. For fiscal year ended June 30, 2001, this amounted to over \$14 million. This money is essential for providing needed public services, such as library books, street repair, park maintenance, and increased public safety.

The Electric Utility is acting competitively, with a sharper focus on customers, while maintaining a financially sound utility. The Electric Department is targeting efforts to reduce consumption, and is developing strategies to minimize the impact of rolling blackouts to our customers.

Public Utilities



Description of the Service

Water

The Water Utility is responsible for providing adequate water supplies for commercial/industrial, residential and irrigation use to its customers at the lowest possible cost. This includes assuring continued access to low cost water resources while maintaining the quality of the current water supply and the reliability of the water distribution system.

The Water Department services 58,000 customers, with a service area population of approximately 260,000, encompassing over 76 square miles. The Water Department maintains its own distribution system, which contains 906 miles of pipeline ranging from 1" to 72" in diameter, 47 domestic wells, 16 active reservoirs (with a capacity over 100 million gallons) and 12 miles of canals.

The Water Department contributes 11.5 percent of operating revenues to the City's General Fund. For fiscal year ended June 30, 2001, this will be almost \$3 million. This money is essential for providing needed public services, such as library books, street repair, park maintenance, and increased public safety.

Public Utilities

Programs and Program Goals

FY 2001/02

Electric

Management Services Administrative Program: To provide policy direction/leadership/vision, and administrative support, fiscal management and technical computer support to enable the Department to achieve program outcomes while complying with federal, state, local, and other requirements.

Customer Service Division: To receive and respond to City of Riverside customer requests and inquiries in order to provide prompt, courteous, and professional services.

Utility Billing Section: To efficiently process service orders, journal entries and billing exceptions in order to reduce the rate of rejected billings and contribute to the overall effectiveness of the Division.

Collections/Credit Program: To minimize the City's exposure to bad debt, thereby protecting the City's assets, by effectively reviewing customer creditworthiness, successfully collecting on unpaid accounts, and administering sound credit and collection policies for the City of Riverside.

Field Services/Meter Reading Program: To maximize the efficiency of the City's Utility by initiating and terminating electric and water services; verifying billing accuracy; resolving billing issues, such as non-payment, and administering the City's energy diversion policies.

Electric Field Program: To respond to customer emergency calls within 2 hours and to operate, maintain, and construct electric transmission and distribution systems for electric customers and others within our service territory in order that they will receive safe and reliable electric service.

Marketing/Communications Program: To provide public communications, education, marketing and administrative services to Riverside Public Utilities customers and other City departments in order to improve customer relations, promote loyalty and increase customer satisfaction.

Programs and Services Section: To administer the Public Benefits Charge to fund programs which provide public benefits to Riverside's electric residential customers in order to provide programs which otherwise may not be available during the transition to a competitive market place.

Economic Development/Legislative Affairs Program: To provide economic development rate electric service agreements, economic development presentations and incentives, and public benefits to non-residential electric customers in order to promote new electric revenues through business attraction and expansion, while providing new jobs and increased revenues to the city.

Public Utilities

Programs and Program Goals

Electric Operations & Production Program: To respond to utility emergency calls, and to operate, maintain and construct utility systems for our utility customers and others within our service territory in order to provide safe and reliable utility services.

Energy Delivery Engineering Program: To provide timely engineering and planning services for Geographic Information System users, City-network communication users, substation construction forces and Transmission and Distribution Electrical Engineering in order to provide safe and reliable energy.

Customer Engineering—GIS Program: To provide design and project coordination services for the construction, upgrade, and operation of the Riverside Electric Utility system facilities servicing the residents and businesses in the City of Riverside in order to provide safe and reliable energy.

Power Resources Program: To provide reliable and economic power supply for Riverside's customers in order to maximize the Departments savings and thereby help minimize the power costs for Riverside's customers.

Water

Water Field Operations Program: To provide for the maintenance and construction of the City's Municipal Water System in order that our customers have a safe, reliable, and efficient water system.

Water Engineering Program: To provide water system planning, engineering, resource management, development services, and administrative support to water utility customers and other divisions in order to support the Utility's infrastructure expansion and replacement needs.

Water Production and Operations Program: To provide the highest quality and quantity of water that meets or exceeds all State and Federal mandated guidelines for the customers of the City Water Division in order that they may receive adequate water for human consumption.

Recent Accomplishments

- Maintained Moody's A1 rating with a stable outlook for the Electric Revenue Bonds.
- Expanded Customer Service Center hours.
- Continued efforts on the pipeline replacement program.
- Since implementing the Employee Safety program, achieved longest record of continuous days without a "lost-time accident".